

Extended Warranty Program

The Comprehensive Solution

This on-site support program provides comprehensive service and maintenance coverage on Ohmeda Anesthesia systems, Patient Monitors and Infant Care products. The Extended Warranty Program offers you "peace of mind" in knowing that all your equipment is fully protected by Ohmeda direct service. Only the Extended Warranty Program offers you total coverage with a single investment.



The Extended Warranty Program can help you increase the availability of equipment, eliminate unanticipated repair expenses, and ensure the highest possible patient safety standards with one fixed investment. This makes it easy to develop a predictable budget. Ohmeda's world class service organization is an integral part of the ISO 9001 certified quality system.

The Extended Warranty Program includes the items checked below:

1. Equipment Maintenance

On-Site Planned Maintenance Labor	✓
Performance Assurance Checks	✓
Safety Testing	✓
Planned Maintenance Parts	✓
Repair Parts during Planned Maintenance	✓
Other Repair Parts	✓
90-Day Warranty on all Parts and Labor	✓
Travel Charges	✓
Unscheduled Labor	✓
START-TO-FINISH Service	✓
Quality Service Audit	✓

2. Customer Support

Unlimited Toll-Free Phone Support	✓
Detailed Service Documentation	✓
Flexible Payment Options	✓
Customer Satisfaction System	✓

Equipment Maintenance

When you purchase an Extended Warranty Program, we assign a Service Representative employed directly by Ohmeda to keep your equipment operating to specifications. As part of a large, nationwide technical field staff, this individual has had extensive training on Ohmeda equipment and receives continuous factory updates and instruction. Your service technician can effectively handle your maintenance and safety needs.

Our On-Site Planned Maintenance is both quick and convenient.

Periodically, your Ohmeda Service Representative will test, evaluate and perform routine maintenance on your Ohmeda equipment. We'll plan our maintenance visits to fit your schedule.

We Provide Complete Repair Coverage.

With the Extended Warranty Program, Ohmeda provides the parts and labor for all necessary repairs required to return the unit to full specification. This eliminates the inconvenience of additional paperwork and costs associated with unbudgeted and unanticipated repair expenses. Our expert technicians have the knowledge and skills necessary to complete the work – on the spot. And because they carry an extensive inventory of parts, maintenance and repairs can be handled quickly to maximize equipment up-time.

Performance Assurance Checks and Safety Testing help to maximize patient safety.

Performance Assurance Checks verify that the machine is operating according to specifications. Safety tests are performed on the electrical system, the pneumatic system, the alarm mechanisms and major machine components.

Genuine Ohmeda parts are quality tested and backed with a 90-Day Warranty.

If a part is unavailable locally, it will be shipped overnight from our Atlanta Service and Distribution Center which stocks over 11,000 individual parts. Ohmeda parts are quality tested to ensure superior performance with your system.

**Maximize equipment up-time with our
START-TO-FINISH Service promise.**

We realize how important it is to keep your equipment running according to specifications to maximize your up-time. Whenever possible, our people will work at your facility until the work is completed, from *START-TO-FINISH*, and you're satisfied with the results.

Our Quality Service Audits help to ensure that you're completely satisfied with our service.

Because we are committed to the highest standards, our technician's work is subject to review. At least twice each year, Ohmeda managers conduct a Quality Service Audit. Our technicians are graded on several key areas:

- quality of services performed
- communication with clinical staff
- proper completion of service documentation
- completion of all required safety tests
- post-service checks
- compliance with safety and infection control procedures

Customer Support Services

World class support means more than superior on-site service. Ohmeda offers value-added, manufacturer direct support not offered by alternative service providers.

Ohmeda Technical Support Center
7:30 am to 5:30 pm (CST) Monday through Friday

1-800-345-2755

**We can provide answers to your
Technical Questions over the phone.**

For immediate answers to your questions about Ohmeda equipment, call our National Technical Support Center which has direct access to product engineers.

Our expert staff can help you:

- diagnose problems
- answer technical questions
- assist with user maintenance procedures
- correctly identify parts and supplies
- advise on equipment applications

We handle Service Documentation so you don't have to.

To help you comply with JCAHO requirements, we provide service documentation immediately after work is completed. This Maintenance Service Report (MSR) indicates the services performed and the serial numbers of all equipment serviced.

Flexible Payment Options help you control your service expenses.

For those customers who wish to have multi-year coverage on their maintenance programs at guaranteed prices, we offer fixed price plans which secure the price of your service program over a period of time.

Fixed pricing yields several advantages:

- helps you manage your service budget
- protects against rising costs
- minimizes administrative time
- reduces potential gaps in coverage which may result with annual renewals

Because not every hospital management program is the same, Ohmeda offers flexible payment plans for all service programs. Ask your service representative for more details.

Customer Satisfaction System: Our Dedication to Continuous Improvement

Our Service Representatives are measured and rewarded based upon direct customer feedback which helps ensure that we meet your expectations.

Our #1 Goal: Your complete satisfaction.

OHMEDA


 THE BOC GROUP

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COMPREHENSIVE MAINTENANCE	BASE YEAR	CAT PRICE	\$ DISC	% DISC	BASE YEAR	Year Two	Year Three
Anesthesia Systems (Datex-Ohmeda)							
Modulus CD (+vent & monitors)	\$ 3,447.00	\$ 4,596.00	\$ 1,149.00	25%	\$ 3,447.00	\$ 3,550.41	\$ 3,656.92
Modulus CDCV (+vent,monitors & CV pkg)	\$ 4,383.00	\$ 5,844.00	\$ 1,461.00	25%	\$ 4,383.00	\$ 4,514.49	\$ 4,649.92
CD without monitors	\$ 2,448.00	\$ 3,264.00	\$ 816.00	25%	\$ 2,448.00	\$ 2,521.44	\$ 2,597.08
Mod II Plus	\$ 747.00	\$ 996.00	\$ 249.00	25%	\$ 747.00	\$ 769.41	\$ 792.49
Excel-SE	\$ 945.00	\$ 1,260.00	\$ 315.00	25%	\$ 945.00	\$ 973.35	\$ 1,002.55
Excel-SE-w/o pod	\$ 648.00	\$ 864.00	\$ 216.00	25%	\$ 648.00	\$ 667.44	\$ 687.46
Excel (TVX,O2,Paw)(MRI)	\$ 945.00	\$ 1,260.00	\$ 315.00	25%	\$ 945.00	\$ 973.35	\$ 1,002.55
Excel without pod	\$ 648.00	\$ 864.00	\$ 216.00	25%	\$ 648.00	\$ 667.44	\$ 687.46
Mod-SE-7900	\$ 1,116.00	\$ 1,488.00	\$ 372.00	25%	\$ 1,116.00	\$ 1,149.48	\$ 1,183.96
Excel-SE-7900	\$ 1,116.00	\$ 1,488.00	\$ 372.00	25%	\$ 1,116.00	\$ 1,149.48	\$ 1,183.96
Mod-SE-w/o	\$ 648.00	\$ 864.00	\$ 216.00	25%	\$ 648.00	\$ 667.44	\$ 687.46
Mod II (TVX,O2)	\$ 990.00	\$ 1,320.00	\$ 330.00	25%	\$ 990.00	\$ 1,019.70	\$ 1,050.29
Mod II 3M (TVX,O2,Paw)	\$ 1,116.00	\$ 1,488.00	\$ 372.00	25%	\$ 1,116.00	\$ 1,149.48	\$ 1,183.96
Modulus I	\$ 657.00	\$ 876.00	\$ 219.00	25%	\$ 657.00	\$ 676.71	\$ 697.01
8000	\$ 513.00	\$ 684.00	\$ 171.00	25%	\$ 513.00	\$ 528.39	\$ 544.24
7800,7810 Ventilator	\$ 945.00	\$ 1,260.00	\$ 315.00	25%	\$ 945.00	\$ 973.35	\$ 1,002.55
7000 Ventilator	\$ 648.00	\$ 864.00	\$ 216.00	25%	\$ 648.00	\$ 667.44	\$ 687.46
MDM	\$ 525.00	\$ 700.00	\$ 175.00	25%	\$ 525.00	\$ 540.75	\$ 556.97
Patient Monitors (Datex-Ohmeda)							
2300 Finapres	\$ 603.00	\$ 804.00	\$ 201.00	25%	\$ 603.00	\$ 621.09	\$ 639.72
2120 NIBP	\$ 504.00	\$ 672.00	\$ 168.00	25%	\$ 504.00	\$ 519.12	\$ 534.69
2350 Mini Finapres	\$ 603.00	\$ 804.00	\$ 201.00	25%	\$ 603.00	\$ 621.09	\$ 639.72
3700 Oximeter	\$ 342.00	\$ 456.00	\$ 114.00	25%	\$ 342.00	\$ 352.26	\$ 362.83
3710 Oximeter	\$ 315.00	\$ 420.00	\$ 105.00	25%	\$ 315.00	\$ 324.45	\$ 334.18
3740 Oximeter	\$ 315.00	\$ 420.00	\$ 105.00	25%	\$ 315.00	\$ 324.45	\$ 334.18
4700 Oxicap	\$ 1,035.00	\$ 1,380.00	\$ 345.00	25%	\$ 1,035.00	\$ 1,066.05	\$ 1,098.03
5200 CO2 Monitor	\$ 900.00	\$ 1,200.00	\$ 300.00	25%	\$ 900.00	\$ 927.00	\$ 954.81
5210 CO2 Monitor	\$ 810.00	\$ 1,080.00	\$ 270.00	25%	\$ 810.00	\$ 834.30	\$ 859.33
5250 RGM	\$ 1,224.00	\$ 1,632.00	\$ 408.00	25%	\$ 1,224.00	\$ 1,260.72	\$ 1,298.54
5330 Agent Monitor	\$ 918.00	\$ 1,224.00	\$ 306.00	25%	\$ 918.00	\$ 945.54	\$ 973.91
5410, 5420 Volume Monitors	\$ 153.00	\$ 204.00	\$ 51.00	25%	\$ 153.00	\$ 157.59	\$ 162.32
5120 O2 Monitor	\$ 153.00	\$ 204.00	\$ 51.00	25%	\$ 153.00	\$ 157.59	\$ 162.32
5500 Airway Pressure Monitor	\$ 153.00	\$ 204.00	\$ 51.00	25%	\$ 153.00	\$ 157.59	\$ 162.32
Rascal II	\$ 918.75	\$ 1,225.00	\$ 306.25	25%	\$ 918.75	\$ 946.31	\$ 974.70

Vaporizer Exchange (Datex-Ohmeda)								
Ohio & Tec 3 (1 year service interval- customer installed)	\$	225.00	\$	300.00	\$	75.00	25%	\$ 225.00 \$ 231.75 \$ 238.70
Tec 4 (1 year service interval- customer installed)	\$	210.00	\$	280.00	\$	70.00	25%	\$ 210.00 \$ 216.30 \$ 222.79
Tec 5 (3 year service interval- customer installed)	\$	352.50	\$	470.00	\$	117.50	25%	\$ 352.50 \$ 363.08 \$ 373.97
Tec 6 Ohmeda (2 year service interval- customer installed)	\$	656.25	\$	875.00	\$	218.75	25%	\$ 656.25 \$ 675.94 \$ 696.22
Tec 6 NMD (2 year service interval- customer installed)	\$	656.25	\$	875.00	\$	218.75	25%	\$ 656.25 \$ 675.94 \$ 696.22
Anesthesia Systems (North American Drager)								
Narkomed 4	\$	2,850.00	\$	3,800.00	\$	950.00	25%	\$2,850.00 \$2,935.50 \$3,023.57
Narkomed 3	\$	2,700.00	\$	3,600.00	\$	900.00	25%	\$2,700.00 \$2,781.00 \$2,864.43
Narkomed 2C	\$	1,500.00	\$	2,000.00	\$	500.00	25%	\$1,500.00 \$1,545.00 \$1,591.35
Narkomed 2B	\$	1,500.00	\$	2,000.00	\$	500.00	25%	\$1,500.00 \$1,545.00 \$1,591.35
Narkomed 2A	\$	1,425.00	\$	1,900.00	\$	475.00	25%	\$1,425.00 \$1,467.75 \$1,511.78
Narkomed 2	\$	1,892.25	\$	2,523.00	\$	630.75	25%	\$1,892.25 \$1,949.02 \$2,007.49
Patient Monitors (North American Drager)								
Vitalert 1000 w/Pulse Oximeter	\$	420.00	\$	560.00	\$	140.00	25%	\$ 420.00 \$ 432.60 \$ 445.58
Vitalert 1000 w/Capnomed	\$	615.00	\$	820.00	\$	205.00	25%	\$ 615.00 \$ 633.45 \$ 652.45
Vitalert 1000 w/Sphygmomed	\$	450.00	\$	600.00	\$	150.00	25%	\$ 450.00 \$ 463.50 \$ 477.41
Vitalert 2000	\$	780.00	\$	1,040.00	\$	260.00	25%	\$ 780.00 \$ 803.40 \$ 827.50
Vitalert 3000	\$	660.00	\$	880.00	\$	220.00	25%	\$ 660.00 \$ 679.80 \$ 700.19
Vitalert 3100	\$	660.00	\$	880.00	\$	220.00	25%	\$ 660.00 \$ 679.80 \$ 700.19
Vitalert 3200	\$	750.00	\$	1,000.00	\$	250.00	25%	\$ 750.00 \$ 772.50 \$ 795.68
Vitalert 3300	\$	570.00	\$	760.00	\$	190.00	25%	\$ 570.00 \$ 587.10 \$ 604.71
Patient Monitors (HP)								
HP – M1046A (2 inspections)	\$	567.00	\$	756.00	\$	189.00	25%	\$ 567.00 \$ 584.01 \$ 601.53
HP – M1046A-Mono (2 inspections)	\$	450.00	\$	600.00	\$	150.00	25%	\$ 450.00 \$ 463.50 \$ 477.41